



Norfolk Department of Human Services *Annual Report 2012*



Our Mission: *The Department of Human Services is committed to improving the lives of children, families, and communities through comprehensive services that support the well-being of Norfolk citizens.*

Our Vision: *All citizens are productive, self-supporting, and live in a healthy, nurturing, and safe community.*

Director's Message



Thank you for taking time to review the **Norfolk Department of Human Services' (NDHS)** Annual Report for 2012. We are a large department, with over 500 employees and an economic impact on the City of Norfolk of over \$430 million annually. What sets Human Services apart is that this \$430 million impact is not the result of expenditures on mass projects or activities; but, is composed of thousands of individual transactions and interactions with individuals, families, children, and adults. Over one quarter of Norfolk's citizens directly benefit from the services and benefits provided by the Department of Human Services.

I came to Norfolk in July, 2011, after having served previously in two other Hampton Roads communities. I was immediately impressed with Norfolk's innovative approaches in service

delivery. Most of our work is mandated by State policy and federal law. In Norfolk, funding streams are combined in unique ways to provide services that are not the norm in other localities, such as the Homeless Action Response Team (HART), Prisoner Re-entry, and now the Strengthening Families Initiative. In November, our staff developed and sponsored a highly acclaimed "Diversity in Adoption" conference. The innovativeness of Norfolk DHS staff results in a level of service available to our citizens that is unmatched in our area.

What I am most proud of is our staff. Social Services programs generally run counter to the national economy. When the nation's economy is depressed, Social Services workload increases. A sluggish economy means lower revenues to support government operations, and thus resources to provide services do not keep up with the demand for mandated services. In spite of rising caseloads, our staff has performed admirably. Performance measures indicate gradually improving performance even under these trying circumstances. It is through the

Director's Message ... continued

hard work and dedication of our staff that we have been able to rise to this level.

I encourage readers to feel free to ask questions and share suggestions. Human Services are not provided in isolation by a single City department. They are provided by a network of government and private providers. In the near future, we hope to strengthen this network

with the formation of a Human Services Council that provides a forum for service providers to meet regularly, identify gaps, define best use of resources, and generally improve communication and cooperation.

Thank you for your continued support of our agency.

Stephen K. Hawks
Director

NDHS Family Centered Practice Model

Norfolk Department of Human Services follows six key principles to provide quality services to families:

1. We believe in family, child, and youth driven practice.
2. We believe that children do best when raised in families.
3. We believe that all children and youth need and deserve a permanent family.
4. We believe that all children and youth deserve a safe environment.
5. We believe in partnering with others to support child and family success in a system that is family-focused, child-centered, and community-based.
6. We believe that how we do our work is as important as the work we do.

City of Norfolk Priorities

Building a Well-Managed Government

Norfolk residents joined with City Council and City employees to set the following priorities:

- ◆ Accessibility, Mobility and Connectivity
- ◆ Economic Vitality and Workforce Development
- ◆ Environmental Sustainability
- ◆ Lifelong Learning
- ◆ Safe, Healthy and Inclusive Communities
- ◆ Well-Managed Government, the building block for all of the other priorities. A well-managed government is:
 - Efficient
 - Effective
 - Accountable
 - Responsive
 - Inclusive
 - Customer-focused

This ongoing effort recognizes that in order to become a well-managed government, we must work together to provide programs and services that are a priority to our community and to provide them well.



Norfolk Department of Human Services (NDHS) is helping to fulfill our City visions and priorities through Family Services, Workforce and Benefits Programs, and special programs described in the following pages.

Getting to Know Norfolk Human Services

Facing Challenges and Moving Forward

The **Norfolk Department of Human Services (NDHS)** is making a critical difference in the lives of many children and families served in the City of Norfolk. But we can't do it alone.



To meet the challenges and barriers faced by the individuals and families that come to our attention, **NDHS** partners with numerous organizations and agencies including the Juvenile and Domestic Relations Court, Norfolk Public Schools, Norfolk Police, Norfolk Redevelopment and Housing, Community Services Board, area hospitals, faith-based and community non-profits (too many to list here!).

Those in need may face many challenges, such as legal issues, unemployment, homelessness, lack of education, social barriers, mental health, substance abuse, and other life situations that render decision making more difficult.

We continually strive to provide quality services for adults, children and families, however, sometimes those services are not received and utilized effectively by the recipients. As much as we would like everyone to be successful, that is unrealistic.

We need other agencies to help provide quality services that will make a positive difference in the lives of the people we serve and help Norfolk neighborhoods progress and improve.

Adoptions

Forty-three children were adopted in fiscal year 2012 and are now living with permanent families.

Getting to Know NDHS ... continued

Engaging and Empowering Families

A Tale of Happiness

Haley (not her real name) came to the Adoption unit at the age of fourteen having little hope of being adopted. It was difficult for her to form an attachment with someone else; she continued to fight any affection or feelings of belonging. She continued to push families away and sabotaged every placement, which always led to moving to yet another family. She had an incredible sense of loss and confusion in her life and was experiencing a sense of instability. She was unable to find a place of emotional comfort.

The social workers attempted to keep her in contact with her siblings with the hope of keeping their relationship intact; however, Haley felt a sense of abandonment and acted out in anger. Finally, at age fifteen, a family was identified for Haley, but not for permanency.

After eight months, what started off as a temporary placement seemed to appear as permanency and Haley's "forever family." The family continued working with her, advocating on her behalf and embracing all of her past emotional experiences. The foster parents' patience and understanding helped Haley finally adjust in their home; and the foster parents realized they had become emotionally attached to her. They had seen her growth and could see what a beautiful young lady she could become with their continued love and support. They made the decision to move forward with adopting Haley in 2011.

Haley is now 17 years of age and has made many strides in this home where love, encouragement, guidance, nurturance and support is showered. Haley is developing and growing by leaps and bounds. **The adoption was celebrated November 2012!**

Getting to Know NDHS ... continued

Family Team Meetings

Family Team Meetings are a proven method of engaging and empowering families resulting in better outcomes for children. **NDHS** continues its mission of conducting Family Team Meetings at critical junctures in the case-planning process that have created positive life changes for those families involved.

Family Making the Choice

For one family, the **Family Team Meeting** Unit has coordinated and facilitated two meetings over the past eight months. Initially, the behaviors of the identified child were escalating in his foster care placement, and the child was facing the possibility of a more restrictive placement.

NDHS convened a **Family Team Meeting** in March 2012, which provided the child's mother the forum to respectfully voice her feelings and opinions. The agency and the family were able to unite to identify a specific plan of action to address the growing concerns regarding the child's

behaviors. It was decided that the child would receive additional supportive services in a respite placement while the mother continued to receive reunification and therapeutic services. Following the March 2012 meeting, the child continued to positively progress.

In October 2012, another **Family Team Meeting** was convened. The goal was to establish a plan to transition the child back into the home of his mother. This meeting gave **NDHS** an opportunity to affirm the hard work and progress of the child and family, and also to settle last minute needs including a bed for the child.

Everyone was delighted when the goal of **reunification was achieved!** The child and his mother were reunited by order of the Court in November 2012. The collaboration and teamwork exhibited by the family, **NDHS**, and community supports proved to be invaluable in achieving permanency for this child and family.

Getting to Know NDHS ... continued

Reunification

Twenty-seven (27) children who were in Foster Care were successfully returned to their family of origin.



Family Ties Remain

A courtesy home visit was requested by a neighboring locality regarding a 10 year old child that had been sent to live with his adult sister, her husband, and their two children.

This child was living with their mother but she was abusing drugs, thereby placing her child at risk of physical harm and neglect. The ten year old was assessed as having developmental delays that

impacted his education and socialization. His sister had concerns about whether she would be able to parent her brother because of his challenges.

Supportive services such as referrals to the appropriate community agency to identify delays and assisting in enrolling her brother in school were helpful. The family participated in counseling to help with integrating this 10 year old child into the established family circle.

Getting to Know NDHS ... continued

Protecting Those Most Vulnerable

Economic and everyday life stressors on families can lead to substance abuse, mental health issues, child abuse and neglect, and family violence. **Norfolk Department of Human Services** protects one of our most vulnerable populations by responding to **over 2,435 calls** a year reporting child abuse and

neglect or seeking information regarding resources or services. **NDHS** arranged a safe placement in foster care to approximately **287** children this year and supports both the biological and foster families to ensure the best outcomes for the children.

CPS Helps a Child Advert Foster Care

A referral was received stating that two toddlers were seen roaming the neighborhood without supervision. They were not dressed appropriately and were crying.

CPS responded and gathered the toddlers and began asking neighbors if they knew the children. They were able to identify the parent of the children and where the children lived. CPS workers waited for the mother to return and asked some specific questions. It was determined

that the mother was unable to provide a safe environment for the toddlers. Names of relatives were provided and checked out by CPS.

An aunt was located and would care for the children on a temporary basis while the mother worked with social workers to improve her environment and parenting skills. The result is that two children were able to stay with family and the mother was able to receive the help that she needed to improve her life as well as provide safely for her children.

Getting to Know NDHS ... continued

Introduction to Adult Services

Norfolk Department of Human Services provides services to many vulnerable adults who have fallen on difficult times due to a variety of reasons. Sometimes these older adults are exploited because of physical or mental health issues and *NDHS* must intervene to address abuse or neglect. Also, there are adults re-entering the community after having been incarcerated for a number of years and are in need of guidance reconnecting with family, seeking housing and employment as well as reintegrating into the community.

Adult Protective Services Advocates for Vulnerable Adults by Reconnecting Healthy Family Relationships

Mr. W is a 69 year old who was hospitalized as a result of congestive heart failure among many other mental health and physical difficulties. Once discharged, Mr. W

expressed sadness due to his strained relationship with his son and could not identify what caused their bond to deteriorate. With Mr. W's permission, the Norfolk social worker contacted Mr. W's son and was able to bridge their relationship.

Advocacy consists of creating and reestablishing healthy support systems for our clientele .

Pathways After Incarceration

Mr. B was released in January 2011 after incarceration. With the assistance of the ex-offender Reentry Program, he has been home for over 18 months and has established his own apartment, reconnected with family, and

is contributing to his community. He found employment and has worked since March of 2011, and is paying on court costs and fines to have his driver's license restored. As a result of his successful reentry, Mr. B was released from probation supervision in September 2012.

Getting to Know NDHS ... continued

Homeless Action Response Team Helps Find Housing and Stabilizes a Family

Ms. J, a mother, and her two children are homeless due to domestic violence and her mental health issues. They had to leave the shelter where they were living and she was unable to find another place to stay. Because of the disruptions and being unable to obtain housing, Ms. J was not regularly taking her medication, her 16 year old was having difficulties in school, and her 3 year old developed behavioral challenges. This mother was feeling hopeless. In addition, Ms. J's relationship with her family was "broken" leaving her without any family supports.

The Homeless Action Response Team (**HART**) helped her to find stable housing, re-connect with mental health services, organize her numerous medications, get her teenager back in school on a regular basis, and learn to provide structure for her three year old.

Through the **Family Team Meeting** process, the **HART** team brought the family members together and they were able to begin working on re-building their relationships. Ms. J and her children now have structure in their lives. The mother is connected to community resources, has a steady income, permanent housing, and opened a bank account. Ms. J is feeling a sense of hope for her future and the ability to provide for her children.

*"Life's most urgent question is: What are
you doing for others?"*

Martin Luther King, Jr. (1929—1968)
Minister, Civil Rights Activist

Getting to Know NDHS ... continued

Families Work Toward Self-Sufficiency

With support from Employment and Benefit Programs, families can achieve success and become self-sufficient.



A Mother Succeeds

Ms. M, a young mother of two small children entered Norfolk's **VIEW** program in February 2010. She lacked education and employment history, and wanted to become a nurse. While participating as a **VIEW** client, she attended an 18 month nursing program and finished in June 2011. Ms. M worked with her **VIEW** Career Agent to find a volunteer placement to gain work experience while she studied for her nursing exam. She was nervous about taking her State boards, but with her Career Agent's

encouragement and support of her family, she passed her nursing exam the first time!

Ms. M. then met with a **VIEW** Employment Specialist to work on her resume and interview techniques, and to develop job leads. Ms. M went on several interviews and was offered an LPN job through EVMS starting at \$10.00 per hour. She is receiving transitional daycare and transportation services to help her maintain employment and move toward self-sufficiency. She also took and passed her driver's license in April, which was a major goal for her.

Getting to Know NDHS ... continued

When Every Bit Counts

Ms. A., a mother of three school age children, lost her job in 2011 and sought assistance from the **VIEW** program at Norfolk's **Workforce Development Center**. With support from the VIEW Career Agent, she became employed working 30 hours per week at \$7.25 hour. Over the months, Ms. A advanced in her employment, with increases in hourly wages. She is currently employed as a

Student Ambassador and working 37 hours per week at \$12.39 per hour.

Ms. A aspires to become even more productive and continue to move forward in her career. She is taking online classes toward an advanced degree. This mother has successfully utilized the **VIEW** program and its resources. She learned the value of being responsible as she continues to have upward mobility in reaching her goals.

*There is no greater insight into the future
than recognizing...when we save our children,
we save ourselves."*

Margaret Mead (1901—1978)
Anthropologist, Author



Statistics

Division	Norfolk Department of Human Services Mandated Programs	Indicator Number of Children (Unduplicated counts, unless noted)
Family Services	Adult Protective Services	# of Investigations # Founded/Substantiated
	Adult Services/Case Management	Clients served
	Child Protective Services	Calls resulting in an assessment
	Ongoing Child Protective Services	Average caseload per month of # of at-risk families served
	Family Preservation	Average caseload per month # of families served Families who participated in parenting classes
	Family Team Meetings	# of families served
	Foster Care and Adoption	Children who entered foster care Children in foster care Median length of stay in foster care Children who transitioned to adoption Children who were adopted from foster care
	Reunification	Children who returned to parents
Self-Sufficiency	Public Assistance	Average caseload per month (SNAP, TANF, Medicaid)
	• Supplemental Nutrition Assistance Program	Households receiving SNAP per month Residents receiving SNAP per year
	• Temporary Assistance for Needy Families	Households participating in TANF
	• Medicaid	Families receiving Medicaid during the year Individuals receiving Medicaid during the year
	Employment and Training	Participants in the Virginia Initiative for Economic Welfare (VIEW) Program % of clients employed through program
	Child Care Assistance and Referral	Total # of children served Average # of families served per month
Justice	Energy Assistance	Households served with heating assistance Households served with cooling assistance
	Juvenile Detention Center	# of Juveniles Admitted to Detention Center Average Daily Population
	Virginia Juvenile Community Crime Control	Children served (duplicated counts)

Statistics collected from Virginia Department of Social Services (VDSS) and

Fiscal Year runs July 1 through June 30

Indicators: Children and Families Served (Units, unless otherwise noted)	FY2010	FY2011	FY2012	% Change FY10-FY12
	611	670	694	14%
	416	461	525	26%
	669	940	1,019	52%
ment or investigation	991	961	881	-11%
th of at-risk families	85	81	78	-8%
	361	282	283	-22%
th	101	83	82	-19%
	211	190	149	-29%
in parenting class	20	75	85	325%
	80	154	128	60%
er care	92	109	131	42%
	266	258	287	8%
oster care (in months)	25	19	13	-50%
to adulthood	69	53	19	-72%
d from foster care	19	18	42	121%
parent or relative	51	47	27	-47%
th (SNAP, Medicaid, TANF)	44,672	47,829	50,858	14%
P per year	28,780	31,735	33,827	18%
per year	59,376	64,233	68,281	15%
n TANF per year	4,198	4,285	4,098	-2%
d during the year	28,618	29,668	31,198	9%
aid during the year	50,455	52,058	54,449	8%
Initiative for Employment not	2,211	2,298	2,163	-2%
ough VIEW program	55%	53%	54%	-2%
d per month	3,617	3,517	3,926	9%
	998	1,019	760	-24%
ating assistance	5,214	5,227	5,587	7%
oling assistance	2,517	2,358	3,095	23%
Detention	368	355	362	-2%
	51	53	54	5%
d count)	1,951	1,669	1,666	-15%

) and Virginia Department of Juvenile Justice (DJJ) data systems.

Family Services

Family Preservation ... *Keeping Families Together*

Family Preservation helps families attain stability and self-sufficiency and improve family functioning, particularly those at risk of child abuse or neglect or family dissolution.

Some families are in crisis and need information, resources and short-term supportive services from ***Norfolk Department of Human Services***. Challenges of

parenting and everyday life may lead them to seek help.

432 children and families received services to keep the family together, identify options and supports, and help the family with their decision making. **Family Preservation** supports families through community-based parent education and other family support services.

Family Team Meeting (FTM)

Family Team Meetings bring families together and empowers them to actively participate in the decision-making process regarding their children when they become involved with NDHS. Family Team Meeting is a *best practice* model that

provides structured facilitated meetings with a focus of preserving families while ensuring the safety, permanency, and well-being of their children. 128 families with 226 children were served through this meeting and empowering process.

Adult Protective Services/Adult Services

APS responds to reports and concerns about abuse, neglect or exploitation of vulnerable adults; and provides ongoing adult services, companion services, adult day care, and protection to enable aged or disabled adults to remain in their own homes rather than move to

institutions. Assistance is also available to nursing home residents.

In addition to ensuring the implementation of services, social workers advocate by reconnecting or reestablishing healthy family relationships.

Family Services ... continued

Family is not an important thing. It's everything.

Michael J. Fox (1961—)
Actor, Author, Producer, Activist

Foster Care

Foster Care is a planned, goal-oriented service in which the temporary protection and nurturing of children take place in the homes of approved foster families. Sometimes children receive temporary services in group homes or residential facilities. Children receive foster care services when they are

unable to remain safely with their families because of physical abuse, sexual abuse, neglect, or special circumstances necessitating out-of-home care.

NDHS recruits and prepares individuals and families to become approved foster and adoptive parents.

Adoptions

Forty-three (43) children were adopted and are now living with a permanent family. Keeping siblings together is a special process in adoption. Finding loving, nurturing and safe permanent families for children and particularly for sibling groups is very challenging.

Of the 43 children adopted, there were seven sets of two sibling groups and three sets of three sibling groups. Of the three sibling groups, one has a brother who was adopted by

another family, but he will stay connected with his siblings.

As a result, 23 children can go to sleep at night assured that they will wake up knowing where their siblings are. It is important to support and encourage families to adopt sibling groups to enable these children to remain together as they grow and develop.

Out of the 23 sibling adoptions, eight were over ten years old and thirteen were over the age of six.

Family Services ... continued

Child Protective Services (CPS)

CPS protects children from neglect and abuse by assessing their safety, risk of harm, and the family's strengths and needs. CPS provides services and support to families, and takes action if necessary to assure the children's safety.

The City of Norfolk has one of the highest rates of newborn infants being born with perinatal exposure to illegal substances and alcohol. Hospital staff are required to report cases where infants and mothers have positive toxicology test after the birth of the infant. In fiscal year 2012, **Norfolk Department of Human Services** received fifty one (51) validated reports concerning infants being born with illegal drugs and alcohol exposure. In response, **NDHS** and the Norfolk Community Services Board developed procedures to ensure that mother's of newborns struggling with substance abuse issues are

referred for appropriate services in a timely manner and that appropriate case management services are offered to reduce the risk of future child abuse and neglect. Without timely evaluation and services, many of these children could end up in the foster care system.

Norfolk Department of Human Services and the Norfolk Community Services Board also made concentrated efforts to educate local hospitals on what steps to take to report such cases. The educational sessions also focused on the services that the family will receive after notification from the hospitals.

Juvenile Court Liaison

The Juvenile Court Liaison assists with diverting children from entering the foster care system. Guidance in locating appropriate services for these

children and families is also provided. Assist in locating services families whose children are involved in the juvenile justice system.

Youth Services

Juvenile Detention Center

Juvenile Detention is a secure correctional facility with a goal of ensuring the safety and well-being of juveniles and the community.

While at the center, youth attend educational programs provided by Norfolk Public Schools, and participate in

positive character-building activities. Parental, familial and community support of youth is critical—both while they are confined to the Juvenile Detention Center and as they reenter the community—to help them become productive, civic-minded citizens.



Virginia Juvenile Community Crime Control (VJCCCA)

VJCCCA works with the Norfolk Domestic & Juvenile Court and community partners to provide services to youths to reduce and prevent reoccurrence of unlawful behavior.

*“Every child deserves a chance at a life filled
with love, laughter, friends and family.”*

Marlo Thomas (1937—)
Actress, Children’s Healthcare Advocate

Special Programs

Homeless Action Response Team (HART)

HART and serves as the central intake for homeless families in Norfolk. HART social workers provide case management and support services to families who are homeless or at risk of homelessness. Collaboration with community partners is critical to provide a continuum of homeless and therapeutic services.

In fiscal year 2012, the *Norfolk Department of Human Services* served over 1,500 households with intake, referral, case management, shelter placement, housing assistance, and/or stabilization services to prevent or end homelessness.

Prisoner Re-entry

The Re-entry program helps ex-offenders gain stability and self-reliance in the community, with a goal to reduce prison recidivism. The program addresses barriers faced by ex-offenders

and their families as they reenter the Norfolk community. Re-entry social workers focus on job readiness, employment and educational services, as well as individual and family counseling.

Income Tax Preparation Services

Volunteer Income Tax Assistance (VITA) prepares income tax forms in collaboration with the South Hampton Roads Earned Income Tax Credit Coalition. With an average refund of \$1,800 nationwide, the **EITC** program helps to lift people out of poverty.

At the *NDHS* VITA site, 376 federal refunds were generated through free tax preparation services resulting in \$401,828 in federal refund dollars, during the 2012 Tax Filing Season (tax year 2011). Additional information available at <http://www.shreitc.com/>

Self-Sufficiency and Benefit Programs

Helping Families Achieve Economic Self-Sufficiency

Norfolk Department of Human Services meets the increasing demands for public assistance (income-based programs) through the operation of the Workforce Development Center and three neighborhood offices.

In fiscal year 2012, approximately **54,500** Norfolk citizens received Medicaid, **33,900** families received Supplemental Nutrition Assistance (SNAP) benefits and **4,100** families received Temporary Assistance to Needy Families (TANF) which enabled families with children to become self-supporting.

Of those individuals receiving Virginia Initiative for Employment not Welfare (VIEW) services in fiscal year 2012, **54%** were employed and earning an average of \$7.86 per hour.

Medicaid

Medicaid is a healthcare program that provides full or limited medical coverage for eligible individuals including pregnant women, children, people with disabilities, and people age 65 and over.

The Family Access to Medical Insurance Security (FAMIS) plan provides low cost health insurance for pregnant women, uninsured children, and working families.

Benefits Information: 664-6035
<http://www.norfolk.gov/HumanServices/>

Self-Sufficiency / Benefits ...continued

Supplemental Nutrition Assistance Program (SNAP)

SNAP offers assistance by means of an Electronic Benefits Transfer (EBT) card that can be used like a debit card to purchase food at participating stores. The purpose of SNAP is to assist to alleviate hunger and malnutrition.

In June 2012, the average monthly SNAP allowance was \$260.24

"Every \$5 in new SNAP benefits generates \$9.00 in total community spending."¹

1. USDA.gov SNAP rates.

Temporary Assistance for Needy Families (TANF)

TANF provides monthly or one-time cash assistance to families so that children may be cared for in their own homes or in the homes of relatives. TANF also promotes job preparation, work, and family supports as means to help prepare individuals to be self-sufficient.



Virginia Initiative for Employment not Welfare (VIEW)

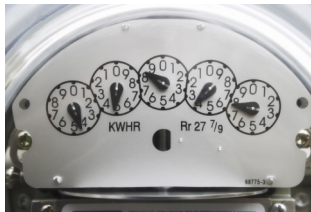
VIEW provides work opportunities to TANF recipients to strengthen families, encourage personal responsibility, and help participants become self-sufficient. VIEW supplies employment-related education, training and support services including career assessment, job skills training, adult education, job development, job placement and follow-up.

Self-Sufficiency / Benefits ...continued

Child Care

The Child Care Subsidy Program affords financial assistance for child care to Norfolk families with low to moderate incomes so they can work or attend in education or training programs.

The Child Care services support the broader goals of economic self-sufficiency for families and quality early childhood programs for their children.



Energy and Utility Assistance Programs

Supplies assistance to eligible low income families with their heating and cooling needs, and water and refuse disposal bills.

General Relief

General Relief provides financial assistance to children who are not living with an immediate family member; and provides

assistance with burials and cremations when these cannot be provided through other means.

“We care about everyone in this City, including the poor. While we have made strides in lifting many out of poverty and improving everyone’s quality of life, we are compelled to do more so that everyone in this City moves forward together.”

Paul D. Fraim
Mayor, City of Norfolk
Norfolk State of the City 2012

Initiatives 2012

Real Estate Tax Relief

For Seniors, Disabled Citizens and Disabled Veterans

Provides real estate tax relief ranging from 20 to 100 percent of their bill based on age, disability and net worth.

The **Real Estate Tax Relief** program will transition from the Office of the Commissioner of

the Revenue to the **Norfolk Department of Human Services** for real estate taxes due June 2013 or later (fiscal year 2014).

The program will be managed at **NDHS** Park Place Neighborhood Center, 606 W. 29th Street.

CommonHelp: On-Line Application System for Benefit Programs

The Virginia Department of Social Services launched a customer portal — **CommonHelp** — that will enable clients to apply for public assistance from any device with **internet access**. **CommonHelp** allows clients to view their

benefits online, as well as check the status of their application.

On the horizon ... NDHS lobbies will have computers available for customer use. Our staff will assist those who need help.

NDHS Customer Service

The department offers customers the opportunity to voice their satisfaction and/or dissatisfaction with the agency. They will receive a resolution within 15 days or less.

We realize that **customer service is an attitude** and not a program, and we are diligently improving our interactions with our customers.

Initiatives 2012 ... continued

Collaborative Partnerships

Norfolk Department of Human Services partners with over 50 service providers in Norfolk and throughout the region to ensure

the appropriate supports are available to our families and children in need.

Norfolk Ready By Five!

Norfolk Ready By 5! partners with families, early education and care providers, the business community as well as many non-profits and civic organizations to build community wide capacity to support school readiness so every child in Norfolk enters kindergarten ready to succeed.

Norfolk Ready By Five! provides programs to ensure that children of all backgrounds and abilities have the opportunity and support they need for success in school and life. Norfolk Ready By 5! is a City-wide collaborative effort.



Social Work Internships

Social Work Internships provide opportunities for on-the-job training for approved students from regional universities.

In fiscal year 2012, **Norfolk Department of Human Services** trained 22 interns and hired two as full-time Social Workers.

Initiatives 2012 ... continued

Strengthening Families and Fatherhood Initiative

Norfolk Department of Human Services is working with the Virginia Department of Social Services to focus on a holistic approach that goes beyond clients as individuals and focuses on strengthening the family unit as a whole. It requires a

fundamental shift regarding how systems work with families. We embrace this approach to promote ongoing opportunities to engage both parents in the lives of their children and families across all divisions, programs and services.

The family is the nucleus of civilization.

Will Durant (1885—1981)
Writer, Historian, Philosopher



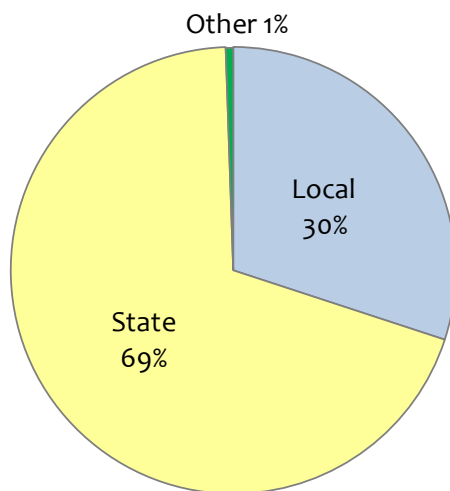
Funding and Budget 2012

Norfolk Interagency Consortium (NIC)

During FY2012, NIC was integrated into **NDHS**. NIC administers the Comprehensive Services Act (CSA) funds which provide services for at-risk youth and their families that is child centered and family focused. NIC assists in aligning services

for children to reduce out-of-home and out-of-community placements, and ensures agencies work together to develop community-based alternatives and natural supports for these children and families.

Budget Allocations



Approved City Budgets:
<http://www.norfolk.gov/budget/BudgetBooks.asp>

Budget Summary

The FY2012 approved budget for NDHS was \$57,461,100.

\$17,262,400 (30%) was funded from the City's General Fund. The remainder came primarily from the State and Federal funding.

NDHS added \$406,272,541 to the local economy in FY2012 through Benefit payments.¹

¹FY2012 Joint Legislative Audit and Review Commission Report

Norfolk Department of Human Services

What can you do to help?

Become a Foster or Adoptive Parent

Foster Parent 664-6079

Adoption Services 664-6585

Partner with NDHS

Employment Programs 664-6139

[www.Norfolk.Gov/Human Services](http://www.Norfolk.Gov/Human%20Services)

(757) 664-6000

Main Office:

741 Monticello Avenue, Norfolk, VA 23510

Workforce Development Center:

201 E. Little Creek Road, Norfolk, VA 23505

Neighborhood Centers:

Berkley: 925 S. Main Street 664-6455

Huntersville: 830 Goff Street 664-7410

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